



HLC Accreditation Evidence

- Technology Plan

URL:

Office of Origin:

- Information Services

Contact(s):

- Chief Information Officer

Barton Community College – Information Services Strategic Plan –

The Mission of Information Services at Barton is to Continue a Tradition of Excellence by:

- Pursuing the best use of computing infrastructure and servers, while thinking outside of the box for future technological advances;
- Contributing to student success by providing stable networking operations, reasonable security verses access ratio, and collaboration where possible;
- Communicating technology uses, planning and enhancements through various teams and task forces; and by
- Training and educating information services personnel to insure current and future reliability of computing/networking resources.

VISION STATEMENT

In order to be the best Information Services Department of comparable sized Kansas Community Colleges, we are committed to the following Core Values:

- We possess strong computer skills and are prepared to grow where needed
- We believe cross-training and education are essential
- Our interview process is lengthy to assure that all positions are a 100% fit
- We value our people and their families
- We are self-starters
- We strive to be flexible, knowing that change is constant
- Our egos are left at the door
- We set challenging personal goals that are difficult to achieve
- We practice respect, integrity, honesty, teamwork, and unflagging good humor

Strategic Goals and Activities – 2022-2025
See Appendix A

Barton Information Services Organizational Chart
See Appendix B

COMMITTEES, TEAMS and MEMBERSHIPS:

Barton Information Technology Advisory Council (BTAC) - Meetings are as needed throughout the year.

[BTAC Charter](#)

BTAC is a representative body of faculty and staff acting in an advisory capacity for the Office of Information Services. The purpose of BTAC is to:

- Provide a forum for faculty and staff to advise the Office of Information Services, on academic and administrative technologies.
- Explore how technology may be used to further the mission of the institution.
- Recommend solutions to challenges being posed where technology can aid.

COMMITTEE MEMBERS

Interim – Team Leader
Lora Zink - Notetaker
Brenda Brack
Renee Demel
Cristi Gale
Claudia Mather
Todd Mobray
Todd Moore
Amy Oelke
Myrna Perkins
Kurt Teal

Ecloud Team - Weekly Meetings

Ecloud Teams is a representative body of staff whose purpose is to meet regularly and is not as formal as other teams, but to keep operations flowing smoothly between Barton personnel and Ellucian Cloud hosted ERP Systems. Weekly Agendas are provided and is kept confidential amongst the team for privacy and security purposes.

COMMITTEE MEMBERS

Interim – Team Leader
Lora Zink - Notetaker
Renee Demel
Amy Oelke
Shelli Schmidt
Pamela Henning
Brooke Cook
Zach Bauman
Orlando Hernandez
Angie Jones
Claudia Mather
Todd Mobray
Lori Crowther

Terry Barrow
Laura Stutzman
Lindsey Bogner
Sarah Mauler
Mark Dean
Jenna Hoffman
Erin Eggers
Donna McCormick
Kristi Suppes
Amy Wheeler
Lori Shomber
Jose Palacios
Myrna Perkins
Courtney Metcalf
Whitney Asher

Outside Institutional Memberships

KCCIT – Kansas Community College IT

- Meets Twice Monthly Friday Mornings
- Meets the First Thursday each Month to host Tech talks

Main Directors

- Jody Burzinski – Labette Community College
- Matt Holmes – Johnson Community College
- Michelle Kaiser – Barton Community College
- Bill Young – Butler Community College
- Ben Yutzy – Hutchinson Community College
- Renee Demel – Barton Community College

KanREN - Kansas Research and Education Network

Information Services CIO on the Board of Directors

Planning and Budgeting

The annual budgeting process involved planners across the campuses requesting software or hardware for the upcoming year and projecting technological needs two years forward. Within this process Information Services serves as support in identifying, selecting, and implementing new technology. Major budget components include software/hardware purchases for annual

maintenance/renewals, on-prem servers rotation, Microsoft annual licensing for the college and the Ellucian cloud hosted environment.

Software Budgeting

A major component for Barton Information Services is software maintenance which have built in escalation clauses for practically all software products. In fall 2022, Barton is initiating an activity to review Barton software and identify possible software duplication and opportunities to consolidate software products and improve technology related processes.

Servers

Servers are a vital part of operation for the college. Barton currently has servers for document storage, Active Directory (student and employee), DHCP, Remote Desktop Servers, OKTA, Monitoring/Reporting and Specialty Software. Barton does not have any email servers in its server farm.

Barton plans rotation for servers on a six-year to eight-year budget basis, however for the budget years 2019- 2020 and 2020- 2021, server rotation was disrupted and temporarily on hold. Because of this, Barton has older servers that it is now replacing.

As Barton continues to move into the cloud, servers will slowly phase out and with that our cost for servers will be phased out and the cost of cloud services will replace the hardware/software/maintenance costs.

Information Services support the following instructional sites:

- Barton Community College, Great Bend
- Fort Leavenworth Military Base
- Fort Riley Military Base
- Grand View Plaza located in Junction City, Kansas
- Adult Ed, RSVP, EOC – Downtown Great Bend, Kansas
- Barton/Pratt Nursing – Pratt Community College, Pratt, Kansas

Current Technology Assets at Barton:

- Cloud Infrastructure
 - AWS – (Amazon Web Services)
 - 9 Microsoft Servers
 - 2 Linux Servers
 - GCP – (Google Cloud Platform)
 - 2 Load Balancers in front of a container system to run the websites
 - 1 server for redirects

- KanREN
 - Firewall Management hosting and on prem
 - DNS host
 - Provides connectivity services between all remote campuses
- On premise network infrastructure
 - 115 Switches split between Main Campus, Downtown, Fort Riley, Grandview Plaza, and Fort Leavenworth
 - 196 Access Points
 - 298 Security Cameras
 - 339 Phones
 - 50 Microsoft Servers
 - 1 Barracuda Spam Filter Appliance
 - 2 Barracuda Backup Appliances
- End User Technology
 - Workstations – employee and student labs
 - Printers
 - Laptops
 - Tablets, iPads and Remarkable Tablets
 - iMacs
 - MacBooks
 - Ladibug Document Cameras
 - Projectors
- Anatomage Classroom
- Active Learning Classrooms
- Classrooms with Zoom technology
- Canvas Learning Management System
- Apporto Virtual Desktop

Major Projects:

- Moved students and employees to O365 cloud – Spring 2020
 - Removed on-prem Exchange servers from environment
- Moved Ellucian Systems to Cloud – Spring 2020
 - Removed on-prem Banner servers.
 - Evidence: 2019.03.12 Barton Community College Ellucian Cloud**
 - Evidence: Customer Snapshot**
- Updated Classrooms and labs to accommodate Zoom teaching Spring 2020 & Summer 2020
- Pulled and configured lab machines to accommodate remote workers through 2020 pandemic.
 - During the first months of 2020, Information Services pulled lab machines and re-configured them for employee remote working. This was a massive undertaking involving the entire Information Services Department. Beginning to end process

during this time was to configure the pc, troubleshooting with remote workers, track/document equipment, physically sanitize, and then return equipment into the labs. During Summer 2021, remote workers started returning and bringing equipment back. By Fall semester 2021, computers were returned to labs, sanitized, reconfigured and ready for student use.

Security, Cybersecurity and MFA

- College pcs, laptops, classroom instructor and student pcs use Microsoft Defender desktop protection. Information Services uses PDQ and Microsoft WSUS for desktop updates and monitoring.
- College Apple Macs have Avast for protection.

Annually, beginning in March of every year, employees are allowed 30 days to complete Cybersecurity training. This training does vary from one year to the next. The annual training does include:

- Security Awareness
- Internet Security
- Phishing Awareness

August 2022, OKTA MFA was implemented for employees and students. Staying compliant with Cybersecurity Insurance.

- Employees have a choice of four different options of authentication
- Students have a choice of five different options of authentication

Appendix A

2022-2025

Information Services

**Strategic Goals and
Activities**

Information Services

2022-2025 Strategic Goals and Activities – 08/22/2022

Information security: developing a risk-based security/compliance strategy that keeps pace with threats and challenges.

Core Priorities 1, 3, 4/HLC Criterion 5A1, 5B1, 5C5

- Maintain and enhance the IT infrastructure to support the operations of the College.
- Provide a secure computing environment that ensures data privacy and integrity and mitigates cyber-security threats.

Student success: Managing the system implementations and integrations that support multiple student success initiatives.

Core Priorities 1/HLC Criterion 3D1, 3D4, 5A1, 5B1, 5C4

- Provide technology systems and services to enhance student learning and to foster curricular innovation.
- Provide technology infrastructure and support for student success, and creative instruction.
- Leverage technologies and information resources for recruitment and retention efforts and to support student services.

Institution-wide Information Services strategy: repositioning or reinforcing the role of Information Services leadership as an integral strategic partner of institutional leadership in achieving the institution's missions.

Core Priorities 3, 4/HLC Criterion 3A3, 5C5

- Support, upgrade, and enhance current business processes, tools, and administrative systems.
- Ensure excellent service to enable the effective use of technology, resources and systems by the college community.

Higher education affordability: balancing and rightsizing Information Services priorities and budget to support IT enabled institutional efficiencies and innovations in the context of institutional funding realities.

Core Priorities 4/HLC Criterion 5A1, 5B3, 5C1, 5C2, 5C5

- Align funding and explore new funding sources essential for IT operations and new strategic initiatives.
- Evaluate and implement current technologies to improve operational efficiency.

Information Services staffing and organizational models: ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both Information Services and non-Information Services staff.

Core Priorities 3/HLC Criterion 5B1, 5C4, 5C5

- Ensure a strong IT workforce capable of achieving the information technology goals of the College.

Imbed Technology Advancements: helping institutional constituents (including the Information Services staff) adapt to the increasing pace of technology change.

Core Priorities 2/HLC Criterion 2A2, 2B1, 3D4, 5C1-6

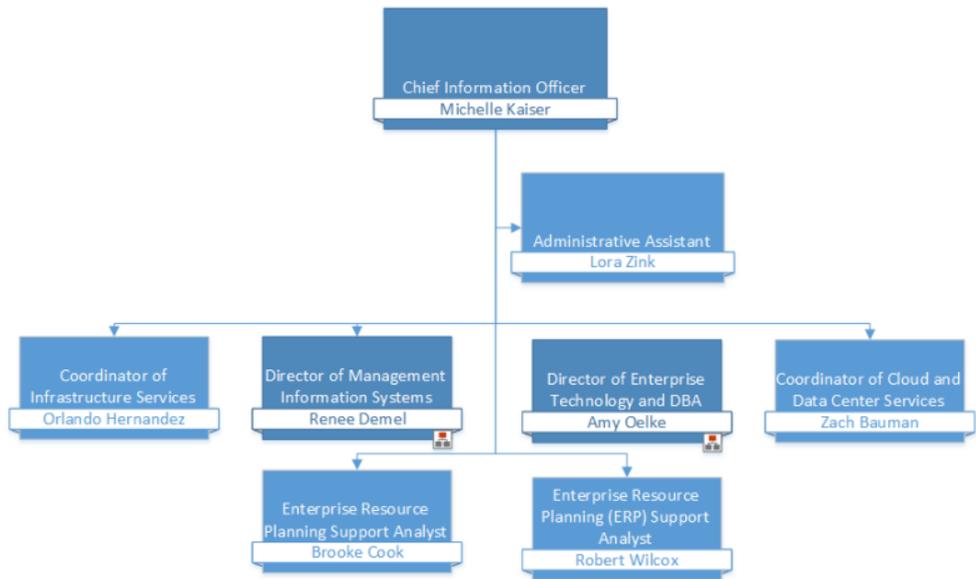
- Leverage web, social media, and mobile technologies to provide effective and consistent content delivery including providing the communications department technologies for community outreach.
- Support effective means of internal and external communications for all college constituent groups.
- Improve departmental communication by participating in monthly meetings with administration.

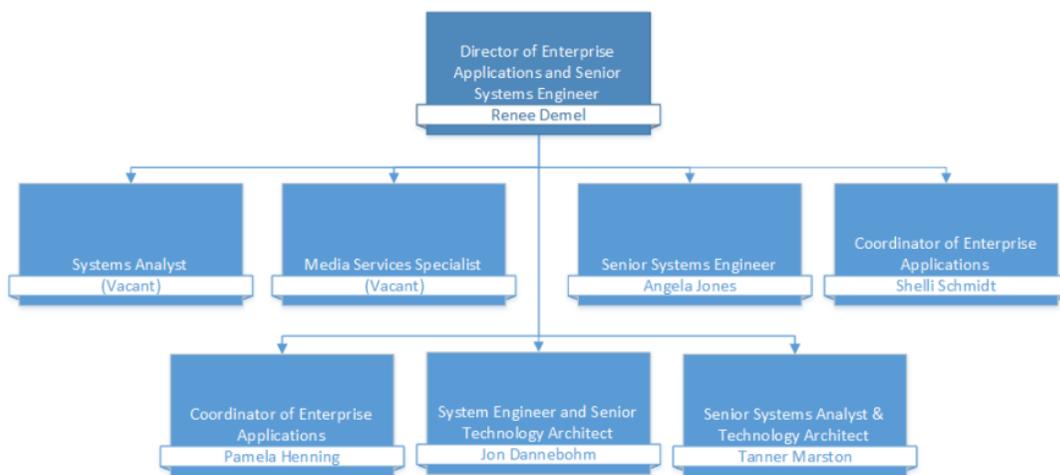
Core Priorities	Higher Learning Commission (HLC)
1. Drive Student Success	Criterion 1. Mission
2. Cultivate Community Engagement	Criterion 2. Integrity: Ethical and Responsible Conduct
3. Optimize Barton Experience	Criterion 3. Teaching and Learning: Quality, Resources, and Support
4. Emphasize Institutional Effectiveness	Criterion 4. Teaching and Learning: Evaluation and Improvement Criterion 5. Resources, Planning, and Institutional Effectiveness

Appendix B

Information Services

Organizational Chart





Director of Systems Integration & DBA
Amy Celke



Coordinator of Systems Integration
Ronnie Dean